NETStudy Verify/Submit User Manual

For Paying Programs

Minnesota Department of Human Services
Division of Licensing
PO Box 64242
St. Paul, MN 55164-0242

July 2013

I. Overview

II. Logging in to your account

III. Main Menu

A. Verify/Submit Background Study Requests.
    1. Payment Status.
    2. Submitting the study.
B. Make Payment and Submit Studies.
C. Review Results of Study Requests.
    1. “Request ID#”
    2. “Name”
    3. “DOB”
    4. “Created”
    5. “Created by”
    6. “Result Date”
    7. “Results Status”

        See attachment A for statuses and definitions.

IV. Security

A. Data Protection.
B. Application Logon.
C. Discouraging Browsing.
D. Creating your password.
E. Password Protection.
F. Logging off/Closing Browser.

V. Attachments

A. NETStudy Statuses and Definitions.
B. Frequently Asked Questions.
C. For Further Information.
D. US Postal Service Recommendations.
E. Background Study Fee Schedule.

Overview

The Department of Human Services has developed an internet-based application that allows users to submit and receive the results of background studies electronically via the Internet. You must use one of the following internet browsers: Internet Explorer Version 6.0 or higher, Firefox version 2.0 or higher or Safari version 3.0 or higher.

This manual will describe the limited functions available to you as we process your license.

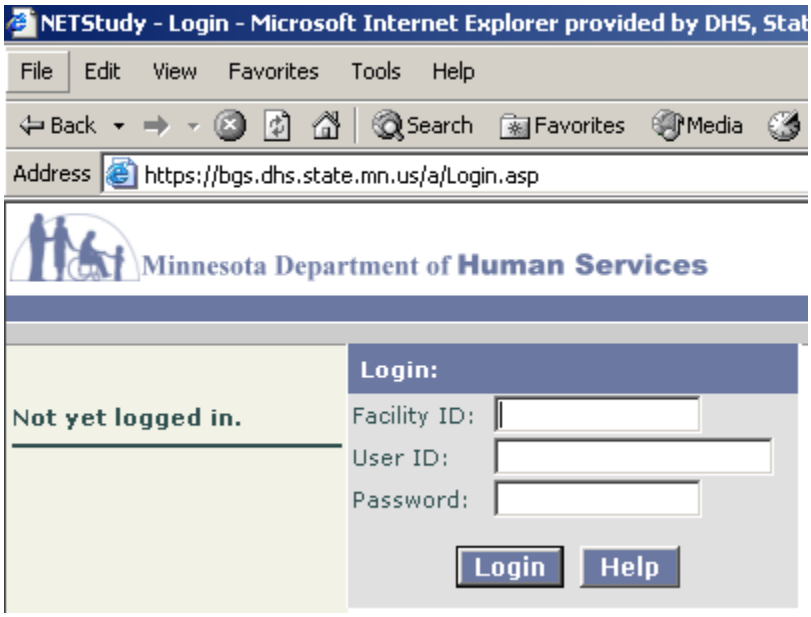
The sensitive background study contact person has been provided with one temporary user and password.

IMPORTANT NOTE: Once processing of your license has begun, you will receive a separate email with updated rights to the "temp" UserID. At that time, you will be allowed to create other studies.

Logging in to your account

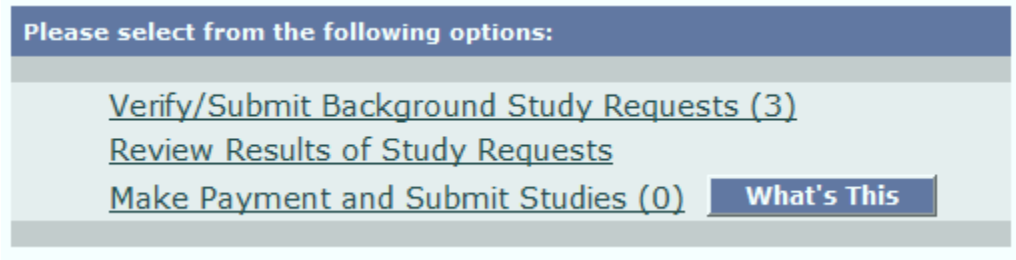
To log in your account, go to https://bgs.dhs.state.mn.us. To log in to your account, you will need your **facility ID** number. You will also need the temporary userID and password that were provided to you by the NETStudy Administrator.

When you have entered the required information to log in to your facility account, click the <Login> button.



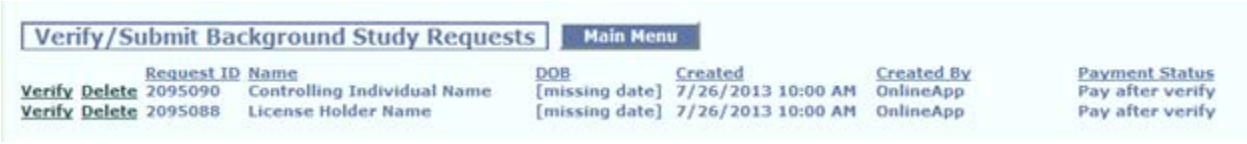
Main Menu

Upon logging in to your account, you will see the Main Menu with three options. The three functions on the Main Menu are explained below.


Please select from the following options:
Verify/Submit Background Study Requests (3)
Review Results of Study Requests
Make Payment and Submit Studies (0)
What's This

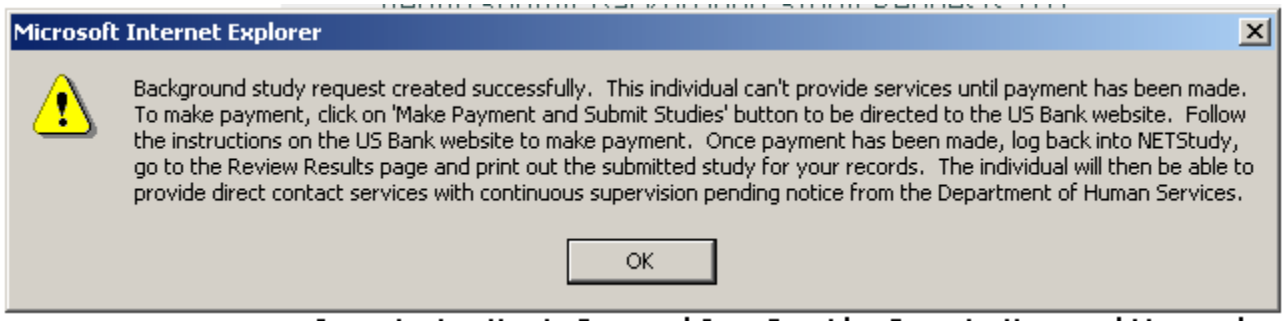
Verify / Submit Background Study Requests

The studies awaiting review can be accessed via the "Verify/Submit Background Study Requests" option at the Main Menu. Clicking on this option opens a screen that displays all background studies that are awaiting verification prior to submission. Also displayed are: the request ID that identifies the request, the subject's name, the date and time it was created, the name of the user who created the study "OnlineApp" and payment status of "Pay after verify". "Pay after verify" means that the background study information was entered in through the license application process. Before the studies can be submitted to DHS for processing, the information entered must be verified, entered and paid.


Verify/Submit Background Study Requests
Main Menu
Request ID Name DOB Created Created By Payment Status
Verify Delete 2095090 Controlling Individual Name [missing date] 7/26/2013 10:00 AM OnlineApp Pay after verify
Verify Delete 2095088 License Holder Name [missing date] 7/26/2013 10:00 AM OnlineApp Pay after verify

It is the agency's responsibility to make sure that the information that has been entered is correct. If the information is wrong, the user can edit the information. Click on the "Submit Study" button once everything is correct.

A message box will pop up stating:


Microsoft Internet Explorer
Background study request created successfully. This individual can't provide services until payment has been made. To make payment, click on 'Make Payment and Submit Studies' button to be directed to the US Bank website. Follow the instructions on the US Bank website to make payment. Once payment has been made, log back into NETStudy, go to the Review Results page and print out the submitted study for your records. The individual will then be able to provide direct contact services with continuous supervision pending notice from the Department of Human Services.
OK

This study will now be in the "Make Payment and Submit Studies" queue. Payment now needs to be made (see Make Payment and Submit Studies).

Make Payment and Submit Studies

The studies awaiting payment can be accessed via the “Make Payment and Submit Studies” option at the Main Menu. Clicking on this option opens a screen that displays all background studies that are awaiting payment prior to submission. Also displayed are: the request ID that identifies the request, the subject’s name and date of birth, the date and time it was created, the name of the user who created the study and the total amount that is due (for cost on background studies, please see Attachment E Background Study Fee Schedule). If the study requests needs to be deleted that option is available.

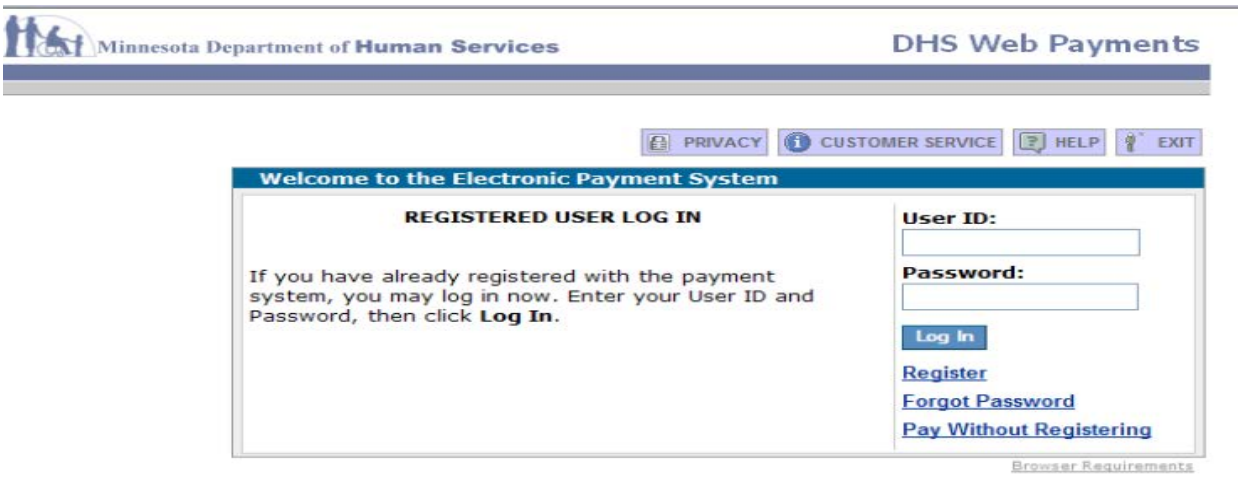
Submit Studies/Make a Payment
Main Menu
Request ID
Name
DOB
Created
Created By
Delete
2095090
Controlling Individual NMN Name
12/12/1975
7/26/2013 10:00 AM
OnlineApp
Delete
2095088
License Holder NMN Name
2/18/1968
7/26/2013 10:00 AM
OnlineApp
Amount Due: $60.00
If the information above is valid, click the Make Payment button below. Please note that by clicking this button, you will leave the NETStudy website and enter a US Bank website created, operated and maintained by US Bank.
Your program/agency can print a proof of submission of the background study request after payment has been fully processed. A user with access rights to the "Review Results of Study Requests" section of your program/agency's account should log back into NETStudy, go to the Review Results of Study Requests, click on the request ID number, and print the page for your records.
Make Payment
If a background study request remains in the state of "Processing Payment" longer than 1 hour, it indicates that your payment was not processed. The background study request has not, and will not, be submitted to DHS for processing. To resolve the issue, send an email explaining the situation to the NETStudy Administrator at DHS.NETStudyAdmin@state.mn.us. The background study request(s) will be then be set to a state that will allow your program/agency to make payment and submit the request(s) to DHS for processing. Please include your facility ID # in the e-mail.

Warning Please be careful when entering studies. If payment is made on a study and you realize that the information is wrong, DHS will not be able to reimburse you for the incorrect study. A new study must be resubmitted and you will be charged for the corrected study. To verify that the information is correct, you can click the “delete” option, you can view all of the information that was entered in on the study subject. This is a good way to do a final check of the information.

Helpful hint: If you take a screen shot of the Submit Studies/Make Payment screen and attach it to the confirmation page that you will receive from the US Bank, you can keep track as to whose study was paid for and when.

To make a payment, hit the “Make Payment” button. By submitting background studies through NETStudy, your program will pay for the studies before they are submitted to DHS. Payments will be made through the US Bank website. When you receive a payment confirmation, the studies will be submitted to DHS. Only MasterCard and VISA credit or debit cards will be accepted. As a first time user going to the US Bank website or a user who gets locked, your agency should click the “Register” and fill out the ‘User Registration’ form. From there on, your agency should enter in the User ID and Password that was created for the US Bank website.

Payment not made: If a background study request remains in the state of "Processing Payment" longer than 1 hour, it indicates that your payment was not processed. The background study request has not, and will not, be submitted to DHS for processing. To resolve the issue, send an email explaining the situation to the NETStudy Administrator at DHS.NETStudyAdmin@state.mn.us. The background study request(s) will be then be set to a state that will allow your program/agency to make payment and submit the request(s) to DHS for processing. Please include your facility ID # in the e-mail.



Follow the instructions on the US Bank website to make payment. US Bank will provide you with a receipt of payment. It is your responsibility to keep track of the studies for which payment was made. The Background Study Unit **does not** have access to that information.

To receive a "proof of submission" page for your agency's record, you will have to log back into NETStudy, go to "Review Results" and print the 'Study Request Information' page by clicking on the request ID.

If payment failed, you timed out, or you had troubles logging into the US Banks Website, the studies will be in the Make Payment and Submit Background Study Requests main menu item. To proceed see instructions above.

Review Results of Study Requests

The status of background studies submitted can be checked by choosing "Review Results of Study Request" at the Main Menu.

Because of the unique and often complex nature of individual background studies, results will be communicated via US mail in addition to NETStudy. This will ensure that the subject of the background study (who does not have a means of accessing the result electronically) and the organization will receive the paper result at the same time. It also allows the communication of the result, and any actions required of either party, in much greater detail than would be possible in a one or two-word description.

Periodically, results will be purged from the application. A final result will be maintained on the site for an additional 60 days. This will allow the assurance that the agency and subject have had time to receive the paper notification of the study result.

The "Results Review" screen includes the following elements, from left to right on the screen. (NOTE: It is possible to sort the studies by clicking on the column header).

Request ID #: Clicking on this link will allow the user to view the information that was submitted as part of the background study process. This is a tracking # that is used through NETStudy.
Created: The date that the study was created.
Created by: The User Name of the user who created the study.
Submitted By: The User Name of the user who submitted the study.
Result Date: The date the study was submitted.

Results Status: See Attachment A for the statuses and definitions.

NOTE: These definitions can be viewed by clicking on the icon to the right of the "Results status" header.

If you click on a request ID #, you will receive the following additional information

Study ID: The background study # that will appear on all correspondence.
Facility ID: The program's license #, agency #, or program #.
Date Submitted: The date that the study was submitted to DHS.
Subject Name: The name of the study subject.
Gender: The gender of the study subject.
Date of Birth: The date of birth of the study subject.
Driver License/ID No: A Minnesota driver's license # of Minnesota State ID.
Race: The race of the study subject.
SSN: The social security number of the study subject. This # will show in asterisks.
Phone: The phone # of the study subject.
Address: The address of the study subject.
City, State, Zip: The city, state, and zip code of the study subject.
Other Names: Other first and last name by which the study subject has been known by.

To receive a "proof of submission" page for your agency's record, click on the "Request ID #" of the study subject.

Security

There are a number of issues to consider that relate to the security of the data managed by the application.

Data protection during transmission: The application uses secure sockets layer (SSL) to encrypt traffic between each workstation's browser and the web server. This prevents someone who might intercept the traffic from being able to read the requests and the responses.

Application logon: Application security requires each user to log on in order to have access to the information that applies to that user. Since the login process is also encrypted, the user id and password for each session is also secure. This leaves the most likely source of "hacking" as a user who shares (knowingly or not) an ID and password with someone else.

Discouraging browsing: Organizations must take reasonable measures to assure that there is no inappropriate use of the application.

Creating your password: As a basic rule, a good password adheres to as many of the following guidelines as a system will accommodate:

- Do not use familiar names
- Avoid using commonly known facts about yourself
- Do not use words found in the dictionary

- Utilize both letters and numbers
- Use special characters, if possible
- Use upper- and lower-case letters, if possible
- Combine misspelled words

Password protection:

Do not share your password with anyone: If you share your password with someone else then you compromise the accountability of your user ID. You may have to accept the responsibility of any actions they take on our systems using your ID. Do not share your password with anyone for any reason. If you feel your password has been compromised change it immediately.

Never write down your password: The safest place to store your password is in your head. Using the previous tips for creating a better password, devise something that will be secure yet you can remember. If, for some reason, you feel you can not remember your password, try writing a phrase or hint that will remind you but not give it away to anyone that might find it.

Don't store your password in a computer file: Storing your password in a computer file, whether on your hard drive or on a floppy disk, can make it vulnerable to access by others.

If you ever receive a telephone call from someone claiming to need your password, report it immediately: No one in DHS should ever call you and ask for your password. Your user ID and password are unique and are used to identify you on our systems. As previously stated, you should never share them with anyone. If you ever receive a call requesting that you divulge your ID and password, simply refuse and notify the Licensing Division at 651-431-6620.

Logging off / closing browser: Logging off of the application after a session, or if the user has to leave the workstation is important in order to assure that another individual does not make inappropriate or unauthorized use of the application. IMPORTANT NOTE: Failure to close the browser while the computer is unattended could allow unauthorized users to access private data by using use the browser's <BACK> button to view previous screens.

NETStudy DESCRIPTIONS

Updated: August 2012

Key – DQ = Disqualified

"Call for Status": Call the Background Studies Call Center at 651-431-6620 for further information.

"Disqualified A": The individual is disqualified from a position allowing direct contact with, or access to, people receiving services. Your program may choose whether or not to allow the person to continue to provide direct contact services pending a possible reconsideration decision by the Commissioner. If your program does choose to allow the person to continue in a position allowing direct contact services, the program must first:

- Obtain from the individual a copy of his/her notice of disqualification, which explains the reason(s) for disqualification; and
- Ensure that he/she requests reconsideration within 15 days of receiving his/her notice of disqualification.

Letters explaining this matter in further detail have been mailed to the individual and your program.

"Disqualified B": The individual is disqualified from a position allowing direct contact with, or access to, people receiving services. Your program may choose to allow the person to continue to provide direct contact services pending a possible reconsideration decision by the Commissioner. If your program does choose to allow the person to continue in a position allowing direct contact services, the program must first:

- Obtain from the individual a copy of his/her notice of disqualification, which explains the reason(s) for disqualification;
- Ensure that he/she requests reconsideration within 30 days of receiving his/her notice of disqualification; and
- Ensure that the individual is under continuous, direct supervision (as defined in Minnesota Statutes, section 245C.02, subdivision 8) when providing direct contact services. If the program is a nursing home or boarding care home licensed by the Minnesota Department of Health, the subject must also be supervised when having access to persons receiving services.

Letters explaining this matter in further detail have been mailed to the individual and your program.

"Disqualified C": <u>County or private agency studies related to CHILD FOSTER CARE</u>: The individual's background study is affiliated with an initial application for child foster care. The individual is disqualified from a position allowing direct contact with, or access to, people receiving services. A letter explaining this matter in further detail has been mailed to the individual. A copy of the letter has been mailed to the county or private agency that submitted the background study.

"Done-Passed, Other Finding": <u>County or private agency studies related to CHILD FOSTER CARE</u>: The background study request has been processed and a notice is being mailed to the individual and the county or private agency that submitted the study. The individual is not disqualified. Other information has been obtained as a result of the background study which is being included with the notice to the county or private agency that initiated the study in order to fully inform the agency of the results of the study.

<u>County agency studies related to INDIVIDUAL ADULT FOSTER CARE</u>: The background study request has been processed and a notice is being mailed to the individual and the county or private agency that submitted the study. The individual is not disqualified. Other information has been obtained as a result of the background study which is being included with the notice to the county agency that initiated the study in order to fully inform the agency of the results of the study.

"Done-Passed": The background study request has been processed and a notice is being mailed to both the individual and your program indicating that the study subject may provide direct contact services for your program. "Direct contact services" is defined in Minnesota Statutes, section 245C.02, subdivision 11, as "providing face-to-face care, training, supervision, counseling, consultation, or medication assistance to persons served by a program."

County or private agency studies related to CHILD FOSTER CARE: The background study request has been processed and a notice is being mailed to the individual and the county or private agency that submitted the study. The individual is not disqualified.

"DQ Set Aside: The individual remains disqualified, but the disqualification has been set aside for this program. The individual can work in a position allowing direct contact with, or access to, persons receiving services from your program. Letters explaining this matter in further detail have been mailed to the individual and your program.

County or private agency studies related to CHILD FOSTER CARE: The individual remains disqualified, but the disqualification has been set aside for this child foster care license or application. Letters explaining this matter in further detail have been mailed to the individual, the license holder (if applicable) and the county or private agency.

"DQ Previously Set Aside": The individual was the subject of a previous background study which resulted in his/her disqualification. The individual requested reconsideration, and the disqualification was set aside for the program or agency that submitted the previous background study. Regarding the current background study, the individual remains disqualified, but the disqualification has been set aside for the program or agency that submitted the current background study request. The individual can work in a position allowing direct contact with, or access to, persons receiving services from your program. Letters explaining this matter in further detail have been mailed to the individual and your program.

"DQ w/ Variance": Your program has been granted a variance to the individual's disqualification. Letters explaining the terms under which the individual may work have been mailed to your program or agency.

County or private agency studies related to CHILD FOSTER CARE: The license holder has been granted a variance to the individual's disqualification. Letters explaining the terms of the variance have been mailed to the license holder and the county or private agency.

"DQ-Recon Requested": The individual is disqualified. A request for reconsideration has been submitted. **Refer to your previous correspondence from DHS for details regarding the individual's ability to work or remain in a position allowing direct contact pending reconsideration.** You will be notified in writing once a decision is made regarding the individual's request for reconsideration.

County or private agency studies related to CHILD FOSTER CARE: The individual is disqualified. A request for reconsideration has been submitted. **Refer to your previous correspondence from DHS for details regarding the individual's ability to work or remain in a position allowing direct contact pending reconsideration.** You will be notified in writing once a decision is made regarding the individual's request for reconsideration.

"DQ-Variance Denied": The request for a variance to the individual's disqualification has been denied. Letters explaining this matter in further detail have been mailed to the subject and your program.

County or private agency studies related to CHILD FOSTER CARE: The request for a variance to the individual's disqualification has been denied. Letters explaining this matter in further detail have been mailed to the subject, the license holder and the county or private agency.

"Finding: County or private agency studies related to ADOPTIONS: The background study on the individual has been completed. Information has been found as a result of the background study, which will be sent to the county or private agency that initiated the background study. The information obtained

does not include a “barrier” conviction. A mailer explaining this matter in further detail has been sent to the agency.

Studies conducted under interagency agreement between tribal organization and DHS related to CHILD FOSTER CARE AND ADOPTIONS: The background study on the individual has been completed. Information has been found as a result of the background study, which will be sent to the tribal organization that initiated the background study. The information obtained does not include a “barrier” conviction. A mailer explaining this matter in further detail has been sent to the tribal organization.

Studies conducted for the Board of Behavioral Health and Therapy: The background study on the individual has been completed. Information has been found as a result of the background study. The information will be sent to the Board of Behavioral Health and Therapy.

Studies conducted for Guardian Ad Litem**:** The background study on the individual has been completed. Information has been found as a result of the background. The information will be sent to the court that initiated the background study.

“Finding – Barrier”: County or private agency studies related to ADOPTIONS: The background study on the individual has been completed. Information has been found as a result of the background study, which will be sent to the county or private agency that initiated the background study. The information obtained DOES include a “barrier” conviction. A letter explaining this matter in further detail has been mailed to the agency.

Studies conducted under interagency agreement between tribal organization and DHS related to CHILD FOSTER CARE AND ADOPTIONS: The background study on the individual has been completed. Information has been found as a result of the background study, which will be sent to the tribal organization that initiated the background study. The information obtained DOES include a “barrier” conviction. A letter explaining this matter in further detail has been mailed to the tribal organization.

“Incomplete”: Fingerprints were not received. The individual's background study can't be completed.

“Inv – Must Immediately Remove”: The Licensing Division has information regarding the individual that may cause this person to be disqualified. Your program must immediately remove this individual from any position allowing direct contact with, or access to, persons receiving services from your program pending a possible disqualification decision by the Commissioner. You and the individual will be notified in writing of the Commissioner's decision.

“Inv – Must Supervise”: The Licensing Division has information regarding the individual that may cause this person to be disqualified. Your program may allow the person to continue in a position allowing direct contact with persons receiving services from your program pending a possible disqualification decision by the Commissioner providing that your program has arranged for the individual to be continuously within sight or hearing of a supervising staff person whenever s/he is in a position allowing direct contact with persons receiving services from your program. You and the individual will be notified in writing of the Commissioner's decision.

“Limited Set Aside”: The individual remains disqualified, but the program has been granted a limited set aside to the individual’s disqualification. Letters explaining this matter in further detail have been mailed to the individual and your program.

“More Time Is Needed”: County or private agency studies related to ADOPTIONS: The background study request has been received but is not complete. A notice has been sent to the county or private agency that initiated the background study indicating more time is needed to complete the study. The county or private agency will receive written notification once the background study is complete.

Studies conducted under interagency agreement between tribal organization and DHS related to CHILD

FOSTER CARE AND ADOPTIONS: The background study request has been received but is not complete. A notice has been sent to the tribal organization that initiated the background study indicating more time is needed to complete the study. The tribal organization will receive written notification once the background study is complete.

Studies conducted for Guardian Ad Litem**:** The background study request has been received but is not complete. A notice has been sent to the court that initiated the background study indicating more time is needed to complete the study. The court will receive written notification once the background study is complete.

"Must Immediately Remove": The individual is disqualified and must be immediately removed from a position allowing direct contact with, or access to, people receiving services. The individual and your program will receive written notification of the individual's background study status.

County or private agency studies related to CHILD FOSTER CARE: The individual is disqualified and must be immediately removed from a position allowing direct contact with, or access to, people receiving services. The individual, license holder and the county or private agency will receive written notification explaining the individual's background study status.

"No Finding": County or private agency studies related to ADOPTIONS: The background study on the individual has been completed. No criminal or maltreatment history has been found. A notice has been sent to the county or private agency that initiated the background study.

Studies conducted under interagency agreement between tribal organization and DHS related to CHILD FOSTER CARE AND ADOPTIONS: The background study on the individual has been completed. No criminal or maltreatment history has been found. A notice has been sent to the tribal organization that initiated the background study.

Studies conducted for the Board of Behavioral Health and Therapy: The background study on the individual has been completed. No criminal or maltreatment history has been found. A written notice has been sent to the Board of Behavioral Health and Therapy.

Studies conducted for Guardian Ad Litem**:** The background study on the individual has been completed. No criminal or maltreatment history has been found. A notice has been sent to the court that initiated the background study.

"Not Done-Cannot Yet Enroll": The individual may not provide personal care assistant services or qualified professional services (as defined in Minnesota Statutes, section 256B.0659, subdivision 1) in Minnesota Health Care Programs (MHCP) for which the agency intends to bill under T1019 (with or without a modifier), or enroll as an individual Personal Care Assistant in MHCP until a background study under Minnesota Statutes Chapter 245C has been completed and your agency and individual receive a written notice stating either that the individual isn't disqualified, or that the individual is disqualified, but the disqualification has been set aside for your agency.

"Not Done-Must Supervise": The background study request has been received and is being processed. More time is needed to complete the study. While this study is being processed your program must ensure that the individual is under continuous, direct supervision (as defined in Minnesota Statutes, section 245C.02, subdivision 8) when providing direct contact services. If the program is a nursing home or boarding care home licensed by the Minnesota Department of Health, the subject must also be supervised when having access to persons receiving services.

"Not Done-No Superv Requ": The background study request has been received and is being processed. However a notice is being mailed to both the individual and your program indicating that more time is needed to complete the study. Your program may allow the subject to provide direct contact services without continuous supervision.

When the study has been completed one of two things will happen: A) The subject and your program will receive a background study clearance form; or B) the subject and your program will receive further notification of the individual's background study status.
County or private agency studies related to CHILD FOSTER CARE: The background study request has been received and is being processed. A notice is being mailed to the individual and the county/private agency indicating that more time is needed to complete the study. If the study is affiliated with a currently licensed child foster care, the license holder has also received a notice.

While the study is being completed, the individual may be in a position providing direct contact services without continuous supervision. Once the study is complete, the individual and the county or private agency (and licensed holder, if applicable) will either receive a background study clearance form or further notification of the individual's background study status.

"Processing Not Yet Begun": The background study request has been submitted, but processing has not yet begun. NOTE: If this status persists for more than three business days, email the NETStudy Administrator at DHS.NETStudyAdmin@state.mn.us.

"Remains Set Aside": This individual's background study was submitted because he/she is a person affiliated with a licensed program. The individual's background study resulted in criminal or maltreatment information being obtained which causes him/her to be disqualified. A previous study done by the agency that submitted this background study request resulted in the same findings. At that time the individual was disqualified, requested reconsideration and the disqualification was set aside for the same licensed program.

Because this background study resulted in no new information that would indicate the individual may pose a risk of harm to persons served by the program, his/her disqualification remains set aside for program for which the background study request was submitted. A mailer has been sent to your program, the individual, and, if the background study request was for a licensed child foster care program, to the county or private agency explaining this matter in further detail.

"Study Cancelled": The study was cancelled at the request of your program or agency, or because either the study subject is no longer affiliated with the program, or it was a duplicate of a study previously submitted.

Frequently Asked Questions

Last Updated: August 2012

Q: What is NETStudy?

A: NETStudy is a Web-based application that allows certain agencies to submit employee background studies to the Minnesota Department of Human Services, and to track the studies via the Internet.

Q: Who can participate?

A: Any agency that is required to conduct studies under Minnesota Statutes, section 245C, or Minnesota Statutes, section 144.057 may submit studies electronically. This includes the following types of agencies: 1) agencies licensed by the Minnesota Department of Human Services, 2) agencies licensed by the Minnesota Health Department, 3) certain agencies licensed by the Minnesota Department of Corrections, 4) nonlicensed Personal Care Provider Organizations, 5) certain personnel agencies / educational programs / professional services agencies 6) supplemental nursing services agencies registered with the Minnesota Health Department, 7) consumer directed community supports, and 8) county and private agencies for purposes of submitting background studies associated with child foster care licensing and adoptions.

Q: How will it work?

A: The agency will log in to its account via the Internet. The agency will then be able to enter the information required to conduct a background study, submit the information to the Department of Human Services and view the result. The agency will be able to create and maintain their own users, and assign various rights to those users to tailor the application and security to its own needs.

Q: Is any special software required?

A: The application requires a compatible Internet browser (Internet Explorer version 6.0 or higher, Safari version 3.0 or higher or Firefox version 2.0 or higher).

Q: Is any special equipment/hardware required?

A: No.

Q: I have a dial-up internet connection. Can I still submit my studies electronically?

A: Yes. The application is designed to minimize download time for users with dial-up connections.

Q: Is there a cost?

A: Yes, for most of the background studies that we process. Please refer to the fee schedule to see if your program has a cost or not.

Q: Who will enter the information?

A: The information on the study subject can be entered either by the agency or by the subject.

Q: Who is responsible for the accuracy of the information submitted?

A: The agency is responsible for verifying that the information submitted is complete and accurate.

Q: How is the information secured?

A: The application uses secure sockets layer (SSL) to encrypt data traveling in each direction between the user's workstation and the Web server. This prevents someone who might intercept the traffic from being able to read the requests and the responses. In addition, application security requires each user to log on in order to have access to the application.

Q: Will background clearance forms (e.g. the blue and yellow mailers) and other correspondence continue to be sent?

A: Yes. All of the paper correspondence that is currently generated by DHS will continue to be sent. Because of the unique and often complex nature of individual background studies, results will be communicated via US mail in addition to NETStudy. This will ensure that the subject of the background study (who does not have a means of accessing the result electronically) and the organization will receive the result at the same time. It also allows the communication of the result, and any actions required of either party, in much greater detail than would be possible in a one or two word description.

Q: Is the study result communicated by e-mail?

A: No. For security reasons, the result is only accessible via the application.

Q: Who will receive the electronic result?

A: Only those individuals who have access to the agency's NETStudy account and who have been granted the right to see the result will be able to do so.

Q: Can the subject of the study access the result online?

A: No. At this point, there is no means for a study subject to access the result online. Study subjects will continue to receive their notification via U.S. Postal Service.

Q: What kind of results will be posted?

A: There are a number of statuses that will be posted. There is a link to the definitions of the statuses within NETStudy.

Q: How long will the results remain on the Web site?

A: Periodically, results will be purged from the application. The results will be maintained on the site for 60 days.

Q: What will the turnaround time be?

A: The turnaround time fluctuates depending on the volume and rate of studies received. Currently, the results of studies submitted via NETStudy are available an average of 2 to 4 working days after having been submitted.

Q: I'm interested in participating. What should I do next?

A: Visit http://www.dhs.state.mn.us/licensing and follow the link to "Background Studies". Details on up-coming training will be posted periodically, along with instructions on how to enroll.

Q: Who should I contact for further information regarding NETStudy?

A: For specific questions regarding the application, technical questions (such as password issues, computer related issues, how do I create a new user, there is an error in a study, etc.) contact the NETStudy Administrator by e-mail at DHS.NETStudyAdmin@state.mn.us .

Q: Who should I contact if I have general questions regarding background study requirements/procedures?

A: For general questions regarding background study requirements (such as what does the law state, who needs a study, what causes a person to be disqualified, need a copy of a result, why is a study taking such a long time, etc.) e-mail the Background Study Administrator at DHS.BackgroundStudyAdmin@state.mn.us or call the Minnesota Department of Human Services, Licensing Division at (651) 431-6620.

Q: Who should I contact if I have general questions regarding background study requirements/procedures in regards to Adult Foster Care studies?

A: For general questions regarding background study requirements (such as what does the law state, who needs a study, what causes a person to be disqualified, need a copy of a result, why is a study taking such a long time, etc.) e-mail the Background Study Administrator at DHS.AFCBGS@state.mn.us or call the Minnesota Department of Human Services, Licensing Division at (651) 431-6620.

Q: Who should I contact if I have general questions regarding background study requirements/procedures in regards to Child Foster Care or Adoption studies?

A: For general questions regarding background study requirements (such as what does the law state, who needs a study, what causes a person to be disqualified, need a copy of a result, why is a study taking such a long time, need more fingerprint cards, etc.) e-mail the Background Study Administrator at DHS.AWBackgroundStudy@state.mn.us or call the Minnesota Department of Human Services, Licensing Division at (651) 431-6620.

Q: Who should I contact if I have questions regarding a letter or other correspondence I have received?

A: If you have specific questions about correspondence you have received, please refer to that correspondence for the name and phone number of the appropriate contact person.

For Further Information

- Contact the Background Study Administrator for policy/procedure/status issues such as: turnaround time, clarifying requirements, changing the names of facility contacts, checking the status of studies, re-printing studies, etc.

    - By email at **DHS.BackgroundStudyAdmin@state.mn.us**
    - or visit the web at **www.dhs.state.mn.us/licensing**

- Contact the NETStudy Administrator for technical issues such as: unable to log in, web site down, forgotten password, registration for training, request for temporary or permanent activation of a NETStudy account, etc.

    - By email at **DHS.NETStudyAdmin@state.mn.us**
    - or visit the web at **www.dhs.state.mn.us/licensing**

US Postal Service Recommendations

Primary Street Suffix Name	Postal Service Standard Suffix Abbreviation	Primary Street Suffix Name	Postal Standard Suffix Abbreviation
ALLEY	ALY	EXTENSIONS	EXTS
ANNEX	ANX	FALL	FALL
ARCADE	ARC	FALLS	FLS
AVENUE	AVE	FERRY	FRY
BAYOO	BYU	FIELD	FLD
BEACH	BCH	FIELDS	FLDS
BEND	BND	FLAT	FLT
BLUFF	BLF	FLATS	FLTS
BLUFFS	BLFS	FORD	FRD
BOTTOM	BTM	FORDS	FRDS
BOULEVARD	BLVD	FOREST	FRST
BRANCH	BR	FORGE	FRG
BRIDGE	BRG	FORGES	FRGS
BROOK	BRK	FORK	FRK
BROOKS	BRKS	FORKS	FRKS
BURG	BG	FORT	FT
BURGS	BGS	FREEWAY	FWY
BYPASS	BYP	GARDEN	GDN
CAMP	CP	GARDENS	GDNS
CANYON	CYN	GATEWAY	GTWY
CAPE	CPE	GLEN	GLN
CAUSEWAY	CSWY	GLENS	GLNS
CENTER	CTR	GREEN	GRN
CENTERS	CTRS	GREENS	GRNS
CIRCLE	CIR	GROVE	GRV
CIRCLES	CIRS	GROVES	GRVS
CLIFF	CLF	HARBOR	HBR
CLIFFS	CLFS	HARBORS	HBRS
CLUB	CLB	HAVEN	HVN
COMMON	CMN	HEIGHTS	HTS
CORNER	COR	HIGHWAY	HWY
CORNERS	CORS	HILL	HL
COURSE	CRSE	HILLS	HLS
COURT	CT	HOLLOW	HOLW
COURTS	CTS	INLET	INLT
COVE	CV	ISLAND	IS
COVES	CVS	ISLANDS	ISS
CREEK	CRK	ISLE	ISLE
CRESCENT	CRES	JUNCTION	JCT
CREST	CRST	JUNCTIONS	JCTS
CROSSING	XING	KEY	KY
CROSSROAD	XRD	KEYS	KYS
CURVE	CURV	KNOLL	KNL
DALE	DL	KNOLLS	KNLS
DAM	DM	LAKE	LK
DIVIDE	DV	LAKES	LKS
DRIVE	DR	LAND	LAND
DRIVES	DRS	LANDING	LNDG
ESTATE	EST	LANE	LN
ESTATES	ESTS	LIGHT	LGT
EXPRESSWAY	EXPY	LIGHTS	LGTS
EXTENSION	EXT	LOAF	LF

Primary Street Suffix Name	Postal Service Standard Suffix Abbreviation	Primary Street Suffix Name	Postal Standard Suffix Abbreviation
LOCK	LCK	ROW	ROW
LOCKS	LCKS	RUE	RUE
LODGE	LDG	RUN	RUN
LOOP	LOOP	SHOAL	SHL
MALL	MALL	SHOALS	SHLS
MANOR	MNR	SHORE	SHR
MANORS	MNRS	SHORES	SHRS
MEADOW	MDW	SKYWAY	SKWY
MEADOWS	MDWS	SPRING	SPG
MEWS	MEWS	SPRINGS	SPGS
MILL	ML	SPUR	SPUR
MILLS	MLS	SPURS	SPUR
MISSION	MSN	SQUARE	SQ
MOTORWAY	MTWY	SQUARES	SQS
MOUNT	MT	STATION	STA
MOUNTAIN	MTN	STRAVENUE	STRA
MOUNTAINS	MTNS	STREAM	STRM
NECK	NCK	STREET	ST
ORCHARD	ORCH	STREETS	STS
OVAL	OVAL	SUMMIT	SMT
OVERPASS	OPAS	TERRACE	TER
PARK	PARK	THROUGHWAY	TRWY
PARKS	PARK	TRACE	TRCE
PARKWAY	PKWY	TRACK	TRAK
PARKWAYS	PKWY	TRAFFICWAY	TRFY
PASS	PASS	TRAIL	TRL
PASSAGE	PSGE	TUNNEL	TUNL
PATH	PATH	TURNPIKE	TPKE
PIKE	PIKE	UNDERPASS	UPAS
PINE	PNE	UNION	UN
PINES	PNES	UNIONS	UNS
PLACE	PL	VALLEY	VLY
PLAIN	PLN	VALLEYS	VLYS
PLAINS	PLNS	VIADUCT	VIA
PLAZA	PLZ	VIEW	VW
POINT	PT	VIEWS	VWS
POINTS	PTS	VILLAGE	VLG
PORT	PRT	VILLAGES	VLGS
PORTS	PRTS	VILLE	VL
PRAIRIE	PR	VISTA	VIS
RADIAL	RADL	WALK	WALK
RAMP	RAMP	WALKS	WALK
RANCH	RNCH	WALL	WALL
RAPID	RPD	WAY	WAY
RAPIDS	RPDS	WAYS	WAYS
REST	RST	WELL	WL
RIDGE	RDG	WELLS	WLS
RIDGES	RDGS		
RIVER	RIV		
ROAD	RD		
ROADS	RDS		
ROUTE	RTE		

Attachment E

Background Study Fee Schedule

Program/Service Type	Fee amount
Adoption background studies conducted for licensed private child placing agencies	$70
Adoption background studies conducted for county agencies	$0
Adult day care centers	$20
Adult foster care	$20
Chemical dependency treatment programs (Rule 31)	$20
Child care centers (Rule 3)	$20
Child foster care	$0
Child placing agencies (Rule 4)	$20
Children's residential facilities (Chapter 2960)	$20
Children's therapeutic services and supports	$20
Crisis respite services (245B CR)	$20
Day training and habilitation services (245B DTH)	$20
Detox services (Rule 32)	$20
Educational Programs	$20
Family adult day services	$20
Family child care (DHS does not conduct these background studies)	N/A
Guardian ad litem background studies	$20 (or $50 when FBI record check required)
Guardian and conservator background studies	$20 (or $50 when FBI record check required)
Independent living assistance for youth (245A.22)	$20
Juvenile facilities licensed solely by the Minnesota Department of Corrections	$0
Minnesota Sex Offender Treatment Programs	$20
Personal Care Provider Organization (PCA)	$20
Professional Services Agencies	$20
Residential facilities for adults with mental illness (Rule 36)	$20
Intensive residential treatment service programs (IRTS Variance)	$20
Residential habilitation services (245B DD waiver)	$20
Residential programs and services for physically disabled (Rule 80)	$20
Residential facilities for people with DD (both ICF/DD certified and those not certified) (245B RS)	$20
Semi-independent living services (245B SILS)	$20
Supplemental nursing services agencies	$20
Supported employment services (245B SES)	$20
Temporary personnel agencies	$20
Unlicensed home and community based waiver providers of services to seniors and individuals with disabilities	$20
Background studies conducted for programs licensed by the Minnesota Department of Health (ex. hospitals, nursing homes, home health agencies, boarding care facilities, board and lodging facilities)	$0